

QUALITY POLICY



GUIDING LASERS WITH PRECISION

1.1 MISSION STATEMENT

We develop, manufacture and sell RAYLASE products and solutions with unique selling points. In doing so, we strive to be innovative and pioneering and to meet the most rigorous requirements in terms of reliability and quality. Our portfolio includes deflection units, control cards and software for laser material processing.

We devote ourselves to providing innovative, cutting-edge technology and cost-effective products that are developed in close partnership with our customers. Our aim is to make our customers more competitive.

We look to the future in planning our strategic direction, and are guided by the market situation, our competition and customer needs, as well as the potential within our organization. We know our stakeholders' requirements and monitor them on a regular basis, which allows us to continuously adapt to changing conditions.

What really sets us apart from our competitors is the ongoing, individual consulting we provide to our customers.

1.2 QUALITY POLICY

A focus on customers has been a stated objective of RAYLASE since the company was established in 1999. To completely satisfy and even exceed customer expectations and to keep customer satisfaction at a consistently high level, we introduced an end-to-end quality management system that is based on the needs of our company and complies with the ISO 9001:2015 standard.

1.2.1 QUALITY PRINCIPLES

OUR CUSTOMERS SET THE BENCHMARK FOR OUR QUALITY STANDARDS.

Customer requirements provide the starting point for our business activities. All our endeavors center around customer satisfaction. Our motto – customer satisfaction is our success!

WE ARE PROBLEM SOLVERS AND SERVICE PROVIDERS FOR OUR CUSTOMERS.

As developers and manufacturers of innovative products, we want to help our customers overcome new challenges and accompany them on their path into the future. We value flexible and creative approaches to problem-solving.

OUR PRODUCTS ARE HIGH-QUALITY BUT ALSO COST-EFFECTIVE AND AVAILABLE WITHOUT LONG LEAD TIMES.

High-quality products that are also cost-effective and available without long lead times – in our minds, there's no contradiction because being conscious of both cost and quality is a priority in all we do.

WE GUARANTEE THAT OUR PRODUCTS MEET A HIGH LEVEL OF SAFETY AND ARE LEGALLY COMPLIANT.

Our products are subject to strict legal requirements. It goes without saying that we comply with these because safety is a top priority for us.

OUR COLLABORATION IS BASED ON TRUST, FAIRNESS AND RELIABILITY.

We strive for excellence through continuous improvement. We treat colleagues, customers and suppliers fairly and with a sense of responsibility. We focus on the needs of our customers.

OUR EMPLOYEES GUARANTEE OUR SUCCESS.

Our employees make a valuable contribution to customer satisfaction and to the success of our company through their dedication, flexibility, proactive approach and sense of personal responsibility.

1.2.2 KEY FACTORS IN OUR SUCCESS

- Focus on customers
- Motivated, international employees
- Safeguarding of know-how
- Short innovation cycles
- Global leader in cutting-edge premium technology products with unique selling points
- Technical consulting and support for our customers when configuring their machines and applications
- Full-service provider for hardware and software
- Products offering an excellent price-performance ratio
- Strong global network
- Effective collaboration with our suppliers and service providers

Wessling, 25 July 2017

A handwritten signature in blue ink, appearing to read "P. Schön".

Dr. Philipp Schön
CEO, RAYLASE GmbH